City of Chattanooga, TN

Personnel Class Specification

Class code 0108

FLSA: Exempt

CLASSIFICATION TITLE: MANAGER, APPLICATION SERVICES

PURPOSE OF CLASSIFICATION

The purpose of this classification is to manage and supervise the development and maintenance of business application software for City-maintained automated systems.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Coordinates and oversees the design, development, and maintenance of software applications for City-maintained automated systems; receives and documents service requests; reviews requests with user-department and assesses work to be performed; prioritizes and assigns projects to programming teams; monitors progress and status of projects to ensure proper and timely job completion; evaluates final product in conjunction with user-departments to ensure quality service.

Directly supervises and leads programming teams for large, multi-system, or system-critical applications; analyzes user and system requirements; designs application format and structure to best meet requirements and work-flow; supervises and performs the coding, testing, debugging, and installation of software application.

Conducts and/or attends design, planning, informational, and project meetings.

Establishes, implements, and revises policies and procedures for computer programming operations as necessary to maximize efficiency and effectiveness of operations and services provided; trains personnel and ensures compliance.

Creates functional specifications for purchased systems and application software; assists in writing requests-for-proposals and evaluating vendor proposals and systems; supervises their testing and implementation.

Plans, coordinates, and attends training classes on the use of software.

Meets with user departments, vendors, and consultants; assists in developing a needs analysis and implements plan accordingly.

Studies industry-related publications and attends seminars to stay abreast of latest technology and trends in the field of information systems.

Sends, receives, and responds to e-mails in the completion of daily duties.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Computer Science, Information System Management, or closely related field; supplemented by three (3) to five (5) years previous experience and/or training that includes technical and managerial aspects computer programming; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform moderately complex algebraic and geometric operations; ability to utilize principles of basic probability and statistical inference.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory,

judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last revised: March 2003